

JUSTIFICATION AND APPROVAL
FOR A LIMITED SOURCE AWARD UNDER A FEDERAL SUPPLY SCHEDULE

1. Contracting Activity: Department of Veterans Affairs (VA)
Office of Acquisition Operations
Technology Acquisition Center
260 Industrial Way West
Eatontown, New Jersey 07724
2. Description of Action: The proposed action is for a firm-fixed-price (FFP) Task Order (TO), issued under the General Services Administration (GSA) Information Technology (IT) Schedule 70 to obtain Avaya brand name hardware, software, and support services for the Private Branch Exchange (PBX)/Automatic Call Distribution (ACD) solution at Topeka, Kansas (KS). The period of performance is 12 months with two 12-month option periods.
3. Description of Supplies or Services: The proposed action is to obtain Avaya brand name hardware and software for the PBX/ACD solution at Topeka, KS. VA requires the aforementioned hardware and software to connect and work seamlessly with the current PBX/ACD solution at Waco, Texas. These locations are sister sites and must be equipped with a system that is designed to support an enterprise environment. VA requires a single unified platform for work force management, call recording and reporting, as well as the ability to allow agents in both locations to have skill sets applied that will let them take calls for multiple skill groups from anywhere within the HRC footprint, which includes agents located in Topeka and Waco, as well as remote telework locations. Seamless connectivity allows each of the various sites to be able to support and take calls for each other in the event of catastrophic failure or natural disaster. This can only be accomplished by utilizing a single unified platform. The PBX/ACD system must provide site survivability and redundancy within each site. The contractor will also provide support services which include detailed carrier services specifications and arranging redundant dial tone delivery via two separate DS3 trunks (one in each location) and three stand-alone ISDN Primary Rate Interfaces (PRI) in each location. The contractor shall arrange dial tone delivery via a VA Multiprotocol Label Switching (MPLS) network between Topeka and Waco. This will allow the Topeka location to receive calls via DS3 trunks terminated into the Waco location and vice versa. All components of the solution shall be managed as a single instance regardless of the actual components location. The total estimated dollar amount of this action, including all options, is \$2,858,714.42.
4. Statutory Authority: Federal Acquisition Regulation (FAR) Subpart 8.405-6(a)(1)(i)(B) entitled "Only one source is capable of providing the supplies or services required at the level of quality required because the supplies or services are unique or highly specialized".
5. Rationale Supporting Use of Authority Cited Above: This is a brand name justification in support of FAR 11.105, Items Peculiar to One Manufacturer. Based on

the market research below, the Government anticipates limited competition for the aforementioned brand name. This acquisition specifies that Avaya brand name hardware and software be provided in order to connect and work seamlessly with the current PBX/ACD solution at Waco. This is not a stand-alone solution for a single location, but a major piece of a HRC integrated Enterprise Call Center Distribution Network providing communications for all Veterans and their families. The Avaya solution installed at Waco has a “core” which allows other sites utilizing Avaya brand name items to seamlessly interconnect. Although there are various telecommunications manufacturers that provide similar Call Center system hardware and software functionality, only Avaya brand name hardware and software can meet the interoperability and compatibility requirements between the Waco and Topeka facilities. Specifically, any other brand name item would not be able to communicate with the existing infrastructure at Waco because that site operates on Avaya’s proprietary source code. Only Avaya brand name hardware and software is currently used at the Waco site and in order for the Topeka site to communicate within that infrastructure, VA must use Avaya brand name hardware and software. Additionally, only an Avaya reseller can provide the aforementioned support services. Only an Avaya reseller has access to the required proprietary technical data needed to provide support on the Avaya brand name hardware and software.

6. Efforts to Obtain Competition: Market research was conducted, details of which are in the market research section of this document. Limited competition is anticipated for the required software and services. In accordance with FAR 5.301 and 8.405-6(a)(2), this action will be synopsisized at award on the Federal Business Opportunities Page (FBO) and the justification will be made publicly available.

7. Actions to Increase Competition: The Government will continue to conduct market research to ascertain if there are changes in the market place that would enable future actions to be competed.

8. Market Research: The Government’s technical experts conducted market research during the period from August 2012 to March of 2013 to ascertain if any other source other than Avaya could meet VA’s aforementioned requirements. Specifically, the technical experts researched other platforms from NEC and Siemens. While these vendors’ solutions provide general capabilities to provide call center support, none of them can access the proprietary technical data and provide interoperability and compatibility with the Avaya platform in Waco. Therefore, no other solution can provide a single unified platform. Based on this market research, the Government’s technical experts determined that only the Avaya platform could meet VA’s requirements.

9. Other Facts: The Government conducted a search on GSA IT Schedule 70 in March 2013 to ascertain if there was limited competition and found various schedule holders that could meet VA’s requirements. Therefore the Government anticipates limited competition amongst the GSA IT Schedule 70 schedule holders.